

Technical Support Specialist

Mosaic Telecom is currently accepting resumes for the position of Technical Support Specialist. We're looking for a technical problem solver to help our Customers integrate and navigate our solutions. The Mosaic Technical Support Specialist role encompasses all manners of problem solving at a world class level with personalized promptness, thoroughness and accuracy.

As a Mosaic Technical Support Specialist, a typical day might include the following:

- m** Consult with Mosaic Customers to establish their service and product needs, and offer the most appropriate solutions to their landline telephone, cable TV and Internet services, all while delivering an excellent Customer service experience.
- m** Respond to Customer calls, emails and visits to our retail stores related to all Mosaic products and services. Obtain pertinent information through fact finding and consultation and evaluate and assess Customer-reported trouble problems. Work directly with Customers on providing status updates and ensuring services have been restored.
- m** Ensure quality service by providing technical education and support. Diagnose and resolve technical hardware and software issues, formulate trouble reports and/or provide solutions for Customer repair.
- m** Work as part of a team to restore or repair Customer services. May dispatch, escalate, or refer requests to others for service issues.
- m** Perform all other related duties as assigned by Management.
- m** On-call as deemed necessary by Mosaic on a rotating basis.

This job might be for you if you have:

- m** **Education:** High school education plus 2 additional years of technical, sales or Customer service training. Prefer formal training including network, and related functions.
- m** **Experience:** Requires 6-12 months of related experience and a valid driver's license. Prior experience providing Technical Support is highly desired.
- m** Ability to effectively communicate over the phone and in-person with Customers to assess and evaluate their needs in an efficient and successful manner.
- m** Demonstrated ability to prioritize and handle multiple tasks simultaneously
- m** Strong written and verbal communications skills.
- m** Highly organized and able to work without direct supervision.

We have:

- m** Team members who are passionate about growth, innovation and collaboration. We are constantly striving to improve and better ourselves so that we can better support our Customers. If you have growth mindset, you are probably a great fit for our team!
- m** Competitive hourly wages with **UNLIMITED** commission opportunities.
- m** Excellent benefit package, including a generous PTO allowance, health, vision & dental care and retirement & savings.
- m** Discounted employee services (phone, Internet & video) within our serving area.

Salary is commensurate with experience. Interested parties may send or email a cover letter, resume and salary requirements to:

Human Resources
Mosaic Telecom
P.O. Box 664
Cameron, WI 54822
employment@mosaictelecom.com

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